



Appendix 8

iManage Change Management Standards

Department of Energy

Deliverable ID: *PM1001*
Version number: *1.0*
Draft/Final as of: *7/23/2012*
Printed on: *27 Jul 2012*
Author: *Michael Preis*
Michael.Preis@hq.doe.gov
(301)903-3812
Owner: *Lajos Grof-Tisza, iManage Program Manager*

Status of Document

- Draft
- Delivered
- Accepted

Draft

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

Document information

Document source

This document is maintained as an online document. Contact the author for the latest version.

Revision history

Version number	Date	Summary of changes	Revised By
1.00	26 Feb 2007	Initial Version	Michael Preis

Approvals

The following people have approved this document. (Sign below name)

Name	Function
Lajos Grof-Tisza	iManage Program Manager
Signature:	Date:
Laura J. Kramer	STARS Project Manager
Signature:	Date:
Cathy Lorah	IDW Project Manager (Acting)
Signature:	Date:
Robert Regan	CHRIS/ePerformance Project Manager
Signature:	Date:
Matthew Sparks	STRIPES Project Manager
Signature:	Date:

Distribution

This document has been distributed to:

Name	Function
Project Managers and Deputy Project Managers	iManage Project Management
Program Management Office	iManage Program Management

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

Information	
Process Name:	<i>iManage Change Management Procedure</i>
Process Number:	<i>PM1001</i>
Program Sponsor:	<i>Lajos Grof-Tisza, iManage Program Manager</i>
Primary Program Stakeholders:	<i>Chief Financial Officer (CFO)</i> <i>Chief Information Officer (CIO)</i> <i>Chief Human Capital Officer (CHCO)</i> <i>Director, Office of Management (MA)</i> <i>Director, Office of Corporate Information Systems</i> <i>STARS Project Manager</i> <i>IDW Project Manager</i> <i>CHRIS Project Manager</i> <i>Director, Office of Finance and Accounting</i> <i>Director, Office of Budget</i> <i>Director, Office of Program Analysis and Evaluation</i> <i>Director, Office of Policy</i> <i>Director, Office of Human Capital Management</i> <i>CFO Cyber Security Program Manager</i> <i>CFO Enterprise Architecture Manager</i> <i>Field Chief Financial Officers</i> <i>CF, HR, MA Business End Users</i>
Issue Date	31 August 2006

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

Table of Contents

1 PURPOSE 3

2 SCOPE 3

3 ROLES 3

4 OVERVIEW 4

5 ACTIVITIES 4

5.1 RAISE CHANGE REQUEST..... 5

5.2 PERFORM INITIAL ASSESSMENT, REJECT OR ACCEPT FOR ANALYSIS 5

5.3 OBTAIN FORMAL AGREEMENT AND SCHEDULE CHANGE ORDERS 6

5.4 IMPLEMENT CHANGE..... 8

5.5 CLOSE CHANGE 8

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

1 Purpose

The iManage Program will consolidate and streamline Department-wide efforts to integrate financial, budgetary, procurement, personnel, program and performance information. This unified system will be supported at the core by a central data warehouse that links common data elements from each of the Department’s business systems. Each manager will use the central data warehouse as a “knowledge bank” of information about portfolios, programs or projects including budget execution, accumulated costs, performance achieved, and critical milestones met. User alerts will be provided based on business rules defined specifically for each program office, and directed to the appropriate executive or manager for action.

The purpose of this procedure is to manage and control the integrated iManage solution baseline and project plans by ensuring that:

- All iManage operational system changes affecting the integration of iManage systems are identified recorded and tracked.
- Ensure each request for change is assessed, approved or rejected by the iManage Project Management team.
- Affected groups are aware of the status of all changes.
- Documents and plans are revised as required.
- Approved changes are implemented, and all plans and affected system documentation (User Documentation, Training Documentation, and Design Documents) are updated.
- Control all the changes that arise during the course iManage system implementation, operation and maintenance.

2 Scope

This procedure applies to any proposed change to iManage systems that affects integration between systems.

This procedure does not apply to proposed changes that do not impact integration between iManage systems. These changes are managed by the specific project change control procedures. If there is uncertainty that a proposed change affects integration, the change sponsor should use the procedure to enable assessment of impact.

This procedure starts when the potential need for a change to a project is identified.

This procedure ends when the change is:

- Deferred
- Rejected
- Approved, and all affected system documentation is completed and accepted.

3 Roles

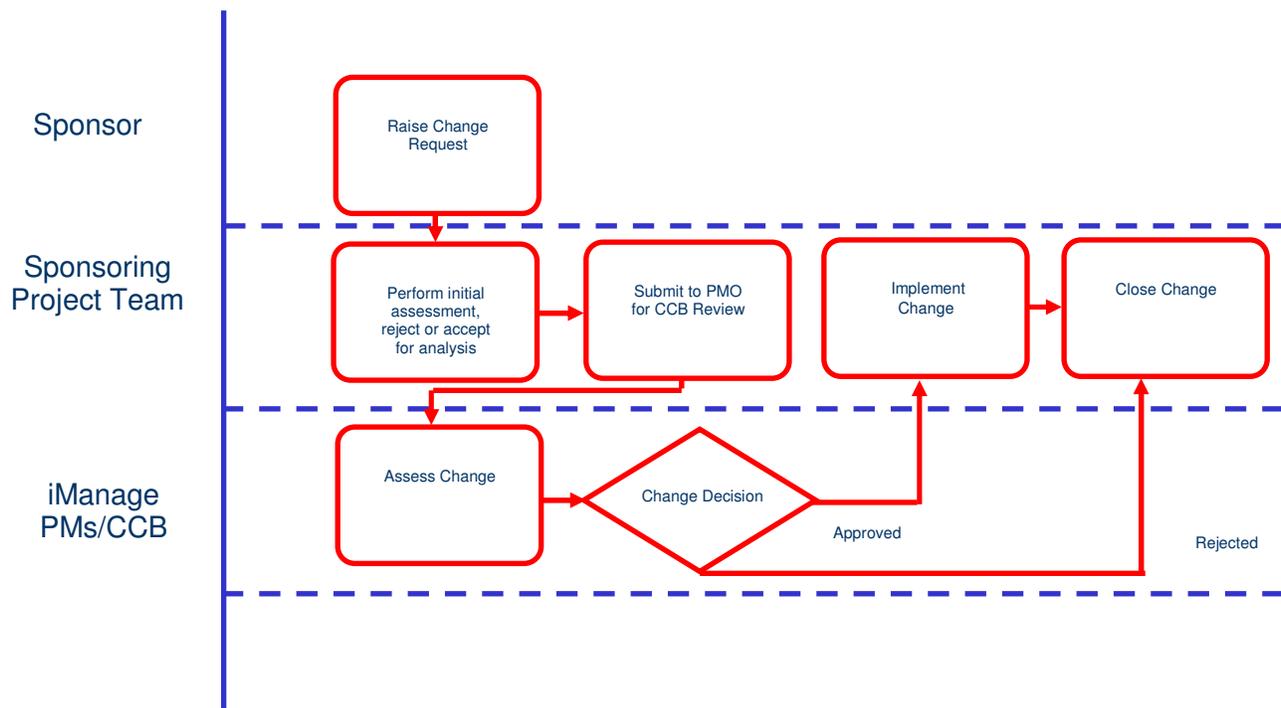
The following process roles are defined to support this procedure:

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

- **Change Control Board Representative** – Each iManage Project Leader represents their respective project on the Change Control Board. The Change Control Board (CCB) is the decision authority for approving changes to the integration of iManage systems.
- **Change Control Board Chairperson** – The iManage Program Director chairs the CCB.
- **Sponsor** – Sponsor is an iManage Project team member that is sponsoring a change.

4 Overview

The overview below provides a high-level view of procedure steps to executing a change request.



5 Activities

Activity	Responsible	Input	Output
4.1 Raise Change Request	Change Sponsor	<ul style="list-style-type: none"> • Need for change to the project 	<ul style="list-style-type: none"> • Change Request
4.2 Perform initial assessment, reject or accept for analysis	Project Manager	<ul style="list-style-type: none"> • Change Request 	<ul style="list-style-type: none"> • Change Request (Updated)
4.3 Obtain formal	Change Control	<ul style="list-style-type: none"> • Change 	<ul style="list-style-type: none"> • Change Request

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

agreement and schedule change orders

Board (CCB), PMO

Request

(Updated)

- Affected project documentation

4.6 Implement change	Project Manager(s)	<ul style="list-style-type: none"> Change Request 	<ul style="list-style-type: none"> iManage System Updates Documentation Updates
----------------------	--------------------	--	---

4.7 Close change

Project Manager

- Change Request

- Change Request (Updated)

5.1 Raise Change Request

The Sponsor:

Step	Action
1	Recognizes the need for a change that potentially impacts the integration between iManage systems.
2	Notifies the iManage Project Manager for the system originating the request of the need for a change.
3	Provides the Project Manager with all available details using the iManage Change Request Form (I-CR) regarding the need for a change to the project, including the reason for and the nature of the change being requested.

5.2 Perform initial assessment, reject or accept for analysis

The Project Manager:

Step	Action
1	Receives and reviews details of requested change to the project.
2	Updates the I-CR, completing all required information, including the priority set by the stakeholders (Critical, High, Medium or Low) of the request.
3	Validates all required information on the I-CR and its relationship with the current scope of the project.
4	<p>If the requested change is invalid, determines whether to defer or reject this request.</p> <ul style="list-style-type: none"> If the request is deferred, performs the following:

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

	<ul style="list-style-type: none"> ○ Notifies the stakeholder of the decision. ○ Exits this procedure. ○ Re-enters this procedure at this step when the reasons for the deferral have been resolved. <ul style="list-style-type: none"> ● If the request is out of scope and requires a contract change, exit this procedure and initiate the Project Change Request (PCR) process. ● If the request is rejected, performs the following: <ul style="list-style-type: none"> ○ Notifies the stakeholder of the decision. ○ Exits the procedure.
5	<p>If the requested change is valid, accepts the request for analysis and performs a quick assessment of the potential impact, by:</p> <ul style="list-style-type: none"> ● Determining the size of the request. ● If the change is considered small, which is generally defined as one that will not impact the quality, cost or schedule of the project and does not incur additional project risk, the change can be handled outside of this procedure. ● Estimating the cost and effort to perform a detailed impact analysis. ● Gathering any additional documentation, which is required for further analysis of the request. ● Updates the I-CR with the disposition of the request (deferred, rejected, or accepted for analysis) and any additional information required for further analysis.
6	<p>Reviews active issues, risks and actions, identifying any relationships with the requested change. Update the I-CR with any relevant issues, risks or actions.</p>
7	<p>Identifies the iManage System CCB representatives to participate in the assessment of the impact to the project from the request. Also updates the status of the request to 'In Process'.</p>
8	<p>Submit the ICR to the PMO for assessment prior to the next iManage CCB Meeting. The instructions for conducting the assessment of the impact to the project from the request include, but are not limited to, the following:</p> <ul style="list-style-type: none"> ● Identifying information (Requested Change, Affected Systems) ● Proposed design(s) for change ● Timeframe for completing assessment

5.3 Obtain formal agreement and schedule change orders

CCB Assessors:

Step	Action
1	<ul style="list-style-type: none"> ● Provide assessment including effort (labor hours) and recommended timeline.

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

PMO/CCB Chairperson:

Step	Action
1	Confirms all assessments have been received and consolidate assessment results including the effort and cost impact of implementing the change.
2	Update the I-CR with the estimates for each iManage System as reported by the CCB representatives.
3	Distribute the updated I-CR to the iManage Change Control Board (CCB) representatives from each iManage system.
4	At the CCB meeting, asks the sponsor to present the recommended approach for implementation to the CCB representatives.
5	Facilitates making the decision of the proposed changed described in the I-CR and the recommended design.
6	If the requested change is deferred, performs the following <ul style="list-style-type: none"> • Notify the stakeholder of the decision. • Update the I-CR with the CCB decision details including the rationale used in obtaining the decision. • Exit this procedure. • Re-enters this procedure at this step when the reasons for the deferral have been resolved.
7	If the requested change is rejected, performs the following: <ul style="list-style-type: none"> • Notify the stakeholder of the decision. • Update the I-CR with the CCB decision details including the rationale used in obtaining the decision. • Exit this procedure.
8	If the requested change is accepted, performs the following: <ul style="list-style-type: none"> • Notifies the stakeholder of the decision. • Obtains authorized option for implementation from the CCB. It is essential that only one option is authorized and all other options are rejected. • Update the I-CR with the CCB decision details including the rationale used in obtaining the decision.
9	Obtain CCB official “sign-off” on decisions recorded in the I-CR.
10	Update I-CR to specify the changes required. <ul style="list-style-type: none"> • Small changes are sometimes batched into one single request • Complex changes might be split into several requests affecting each iManage project.
11	Update and re-baseline affected project documentation: Project Plans, requirements traceability matrix.

Program Name:	Department of Energy iManage Program		
Project ID:	iManage Configuration Management Plan		
Program Mgr:	Lajos Grof-Tisza	Doc ID:	PM1001

12	Review the costs and deliverables of the iManage projects on a regular basis to ensure all authorized requests for change have been reflected appropriately.
----	--

5.4 Implement change

The Project Managers:

Step	Action
1	Communicate changes and requirements to their respective iManage Team Members.
2	Allocates the work identified by the I-CR to the appropriate project team members.
3	Monitor and control the implementation of the change including any planned reviews and testing.
4	Update the I-CR as appropriate

5.5 Close change

CCB Chair:

Step	Action
1	Records the completion of the change in the applicable I-CR.
2	Notifies all appropriate stakeholders.